



Program Policy Memorandum - Protection and Safety #2-99

April 8, 1999

To: Protection and Safety Supervisors
Protection and Safety Workers
Protection and Safety Leadership Team
Legal Services Team

From: Mark Martin

RE: YRTC-JSO Communication Protocol

At its March, 1999 meeting the Protection and Safety Leadership Team approved the following protocol to be used in communication between the Youth Rehabilitation and Treatment Centers and the Protection and Safety Staff in the Service Areas. This Protocol will be incorporated into Guidebooks and YRTC Operational Memorandums.

General. The Youth Rehabilitation and Treatment Centers (YRTC) and Service Areas shall establish guidelines to facilitate effective communication between the Service Area field operations and the facilities. These guidelines shall include provisions for Juvenile Service Officer (JSO) contact with assigned youth and YRTC staff at key decision-points during the youth's stay at the YRTCs and, generally, to monitor the youth's progress.

- I. Initial Assignment. When a newly committed youth is admitted to a YRTC, the YRTC shall notify the appropriate Service Area Protection and Safety Administrator, or his or her designee, via E-mail of the youth's YRTC admission within 24 hours of his or her arrival. The Service Area Protection and Safety Administrator, or his or her designee, will notify the YRTC Administrator via E-mail of the youth's assigned JSO within the next regular working day. Upon notification the YRTC will update the juvenile database with the assigned JSO.
- II. Classification Team Meeting. The YRTC conducts a classification team meeting for each newly committed youth after ten (10) working days of admission for the purpose of determining the youth's group placement and institutional program. The YRTC-Geneva encourages the JSO assigned the case to participate in this team meeting either in person or by telephone. The YRTC-Geneva will notify the JSO of the scheduled time and date of the meeting by E-mail. The JSO should confirm his or her participation with the YRTC. Due to the volume of youth admitted, the YRTC-

Kearney does not expect the JSO to participate in the classification meeting. The JSO should, however, review the youth's ITP upon his or her initial visit with the staff and youth.

- III. JSO Visits to the YRTCS. The JSO shall schedule structured and informal visits to the YRTC to meet with assigned youth and treatment staff.
- A. Frequency and Purpose of Structured Visits. Youth and staff visits should occur at the following times for the purposes indicated:
1. There should be an on-campus visit within 45 days of the youth's admission to facilitate development of the youth's case plan. This case plan, by policy, must be completed within 60 days of the youth's commitment to HHS-OJS custody.
 2. There should be an on-campus visit within 30 days of the youth's projected release from the YRTC to complete release arrangements and to develop the Conditions of Liberty Agreement and discuss its provisions with the youth.
 3. The JSO should schedule other structured visits, as necessary, during the course of the youth's stay at the YRTC to monitor progress and to coordinate the delivery of community services with the institutional program.
- B. Scheduling JSO Structured Visits. Structured visits by JSOs with assigned youth and treatment staff will be scheduled on Tuesdays or Thursdays between the hours of 12:30 - 3:30 PM. The JSOs should schedule the visit at least seven days in advance by E-mailing the youth's YRTC staff group leader. This will assure the availability of the youth and treatment staff at a designated time and will provide some level of consistency for youth. At the conclusion of the visit, the JSO should provide a completed placement worksheet to the YRTC prior to leaving campus regarding any discussions or decisions occurring during the visit that might affect the youth's institutional treatment plan or the case plan.
- C. Exceptions. When it is necessary for a JSO to arrange a structured visit outside the scheduled times, the JSO should contact the YRTC Administrator to explain the exigent circumstances and arrange for a mutually-agreed upon time.
- D. Informal Visits. The JSO may visit with assigned youth at other times during normal business hours when he or she is on the YRTC campus for another purpose or within the vicinity of the facility. The focus of these visits should primarily be to monitor progress, encourage the youth, or establish rapport with the youth prior to release. The JSO should speak with the youth's YRTC staff group leader, if possible, and provide a completed placement worksheet prior to leaving campus.
- IV. Other JSO Contact with YRTC Staff and Youth. The JSO may participate by telephone in treatment team meetings concerning assigned youth as necessary.

The YRTC Group Leader will contact the JSO when it appears the JSO input at the meeting is needed. The JSO will contact the youth's YRTC staff Group Leader when he or she wishes to participate in a team meeting. When the JSO cannot participate, YRTC staff will brief the JSO in a prompt follow-up communication of any discussion or action taken at the meeting that affects the youth's ITP or case plan.

- A. The JSO will make every effort to promptly respond to communications from YRTC staff regarding assigned youth.
 - B. The JSO will make every effort to respond to telephone calls and letters from assigned youth at the YRTC.
 - C. When the JSO has forms or documents for youth to complete, and cannot present them to the youth in person, the JSO should forward the documents to the youth's YRTC staff Group Leader with an explanation of what needs to be completed. The Group Leader will provide the youth with any assistance needed in understanding and completing the forms.
- V. Contact Lists. The Service Areas will provide a listing of all JSOs within the Service Area who may be assigned juvenile offender cases. The Service Area will periodically update the list to keep it current. The list will include, at a minimum, the JSO's name, local office address, telephone number, FAX number, E-Mail address, and pager number (if applicable). The list will also indicate each JSO's supervisor, along with similar contact information.